INDIANA

Claimant Self Service System

INITIAL CLAIM FILERS

Your claimant homepage will show you claims that you have filed, along with your benefit amount. It will also show you when you've received payments and any issues delaying your payment.

You can return to your homepage whenever you'd like.

Welcome to the Claimant Self Service tutorial. This tutorial was developed to show you what to expect and how to navigate the screens you will see if you decide to file an Unemployment claim.

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If you are a first time user of Uplink, you must create a new account, even if you already have an account in CS3. To do this, click on the **New User** button.

If for any reason your Uplink account would need to be reset, you'll be instructed to click on the **New User** button to recreate your account.

You should complete all fields, but those fields with an asterisk just to the right are mandatory.

You will want to double check your Social Security Number to be sure you entered it correctly. The last time your Social Security Number will appear in Uplink will be on this screen.

Your Date of Birth must be entered in the format shown in the parentheses to the right of that field. You may also click the calendar icon to the right of the date field.
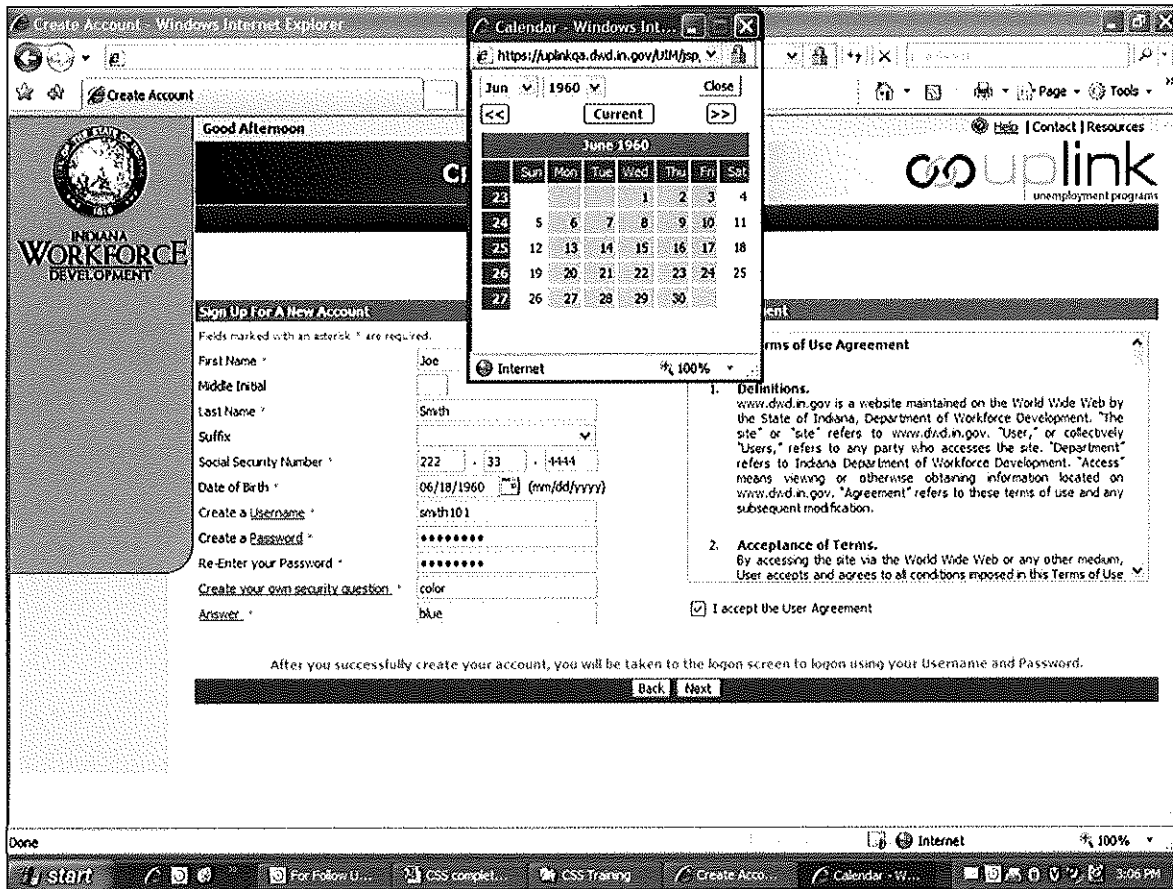
By doing so, a calendar will pop up, which you can use to select the year, month, and then the day. This will place the date chosen in the field. All date fields in Uplink have this option.

To create a new account, your Date of Birth must match the date you used when you filed your claim in the past.

You will then create a Username. The word **Username** is shown as a hyperlink. There are many words in Uplink that are hyperlinks. If you click on the hyperlink, a popup box will appear displaying the word's definition. In this case it will tell you a Username must be between 6 and 15 characters.

If a popup box fails to appear after clicking on a hyperlink, the most likely cause will be your computer's popup blocker. You will need to turn off all popup blockers before viewing definitions. The way to do this will vary depending on the version of the browser you are using.

After you enter your Username, double check to be sure you did not misspell it. Misspelled Usernames are a common problem for many new Uplink customers. You will need your Username to log in to Uplink in the future.

Next you will need to enter a password, reenter it, and create a security question and answer. Keep in mind your password is case sensitive. You'll want to make your security question is a question you will be able to answer later. Make sure you did not misspell your answer. Misspelled security answers are also a common problem for Uplink customers. Keep in mind the answer you type is also case sensitive. Examples of a security question are "What is my mother's maiden name?" or "What is my favorite color?"

Next, you must read and accept (by checking the box) the User Agreement on the right and when you are finished, be sure to click the **Next** button.

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Do not use the **Enter** key on your computer's keyboard. This may cause you to lose the information you just entered.

After you verify your Social Security Number and Date of Birth, click the **Next** button.

Now that you have an account established, you will be asked to logon. This is done by entering your newly created user name and password, and clicking the **Logon** button.

If you forget your username or password, you can click on the appropriate button. You will then be asked for your Social Security number and date of birth, and be required to answer your security question. Once this information is successfully entered, your password will be reset. You must then create and reenter a new password.

If you clicked on the **Forgot Username** button, pay close attention to the Username that will be displayed for you after you enter your security answer. This is how you will need to spell your Username when you log back in.

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Now you will begin the registration process. You will be asked for your personal information. If you have already had a claim, this information will already be listed. You may edit any information that has changed.

Be sure to double check your Date of Birth while you are on this screen. This will be the only time you'll be permitted to correct it.

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You will enter your address on this screen.

Contact information is not mandatory, but recommended. This will help us contact you quickly due to any problems with your claim. The correct format must be entered.

You are then asked for demographic information. You must select your Education
Level, Race and Ethnicity, (these two for statistical purposes) and answer Yes or No for
if you are Disabled, a Veteran, and/or a Citizen. If you are not a Citizen, an Alien
Registration number must be entered.

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You are now registered in Uplink. The next series of questions are to be answered for filing a claim. The need for further information or direction is determined by the answers to the questions on this screen. The answers also determine what type of claim you are filing.

Answers to these questions determine the need for further fact finding as well.

Be sure to read each question carefully before answering. An answer to some of these questions could require further fact finding, and answering incorrectly could create a delay on your claim. For example, you must still be able and available for full-time work even if you are job-attached and excused from looking for work.

If you are unsure how to answer any of these questions you may contact Indiana Department of Workforce Development's Uplink Customer Service Center by calling 1-800-891-6499 for assistance.

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Names of employers you have worked for in the past will automatically appear on this screen. If one of the employers listed is your most recent employer, (the very last employer you worked for, even if it's part-time) you should click on the appropriate circle in the **Select your Last Employer** column, enter the dates of employment, and click on Next at the bottom of the screen.

It is very important to only select your very last employer, even if you were working part-time. If none of the employers you worked for during the last 18 months are listed, or employers are listed that you do not recognize, you may have accidentally mistyped your Social Security Number when establishing your account. You will want to immediately log off and click the **New User** button to recreate your account. Be sure to use a completely different Username this time. If you still have the same problem when you get to this screen the second time, contact Indiana Department of Workforce Development's Uplink Customer Service Center for assistance by calling 1-800-891-6499.

Here, you will select the reason your employment ended along with other information regarding your separation.

The last date for which wages will be paid is the last day you were actually paid for, not the day you received your last paycheck. In other words, if you last worked on a Wednesday the 8th and were paid for 2 additional days of vacation through Friday the 10th, the last date for which wages will be paid to you would be that Friday the 10th, even if you don't get your check until the 17th.

You will answer more pertinent questions on this screen.

You will mark **Yes** to "**Are you/will you receive a pension from a base period employer**" only if you are planning to collect a pension during your unemployment claim period. For example, if you are 30 years old and are not planning on receiving your pension from this employer until you turn 65, you would answer **No** to this question.

*For faster payment, choose internet voucher filing.

You will then answer questions regarding the type of work and rate of pay you wish to accept. You will also select the WorkOne center you wish to visit to assist with your work search.

You must then select the job title that best describes your occupation. You may do so by clicking on the letter your occupation begins with or by typing your occupation in the search box and clicking on **Search**. You may need to scroll to the right to see the **Search** link.

By performing either of these methods of searching, a list of occupations to choose from will be displayed. You may continue searching until you find the occupation that best matches your own.

The summary page will then be displayed. You should review the entries you made while scrolling to the bottom of the page. Clicking on the **Edit** button below any of the sections will take you to the applicable screen to make any corrections/additions needed.

Once you are satisfied with all answers given, you may click the **Print** button to print this page if desired. Then click on the **Next** button.

You will then be given information regarding Penalties for Falsification (you must use the scroll bar to the right of this section to read all of this very important information), Benefits Rights and Information, and Terms and Policies.

Then you may choose to agree to the information and file your claim, or you may choose not to agree. If you choose not to agree, you will be given information stating your entries will be kept on file for seven days in case you change your mind and decide to file your claim.

Your claim will not be filed until you agree to file your claim.

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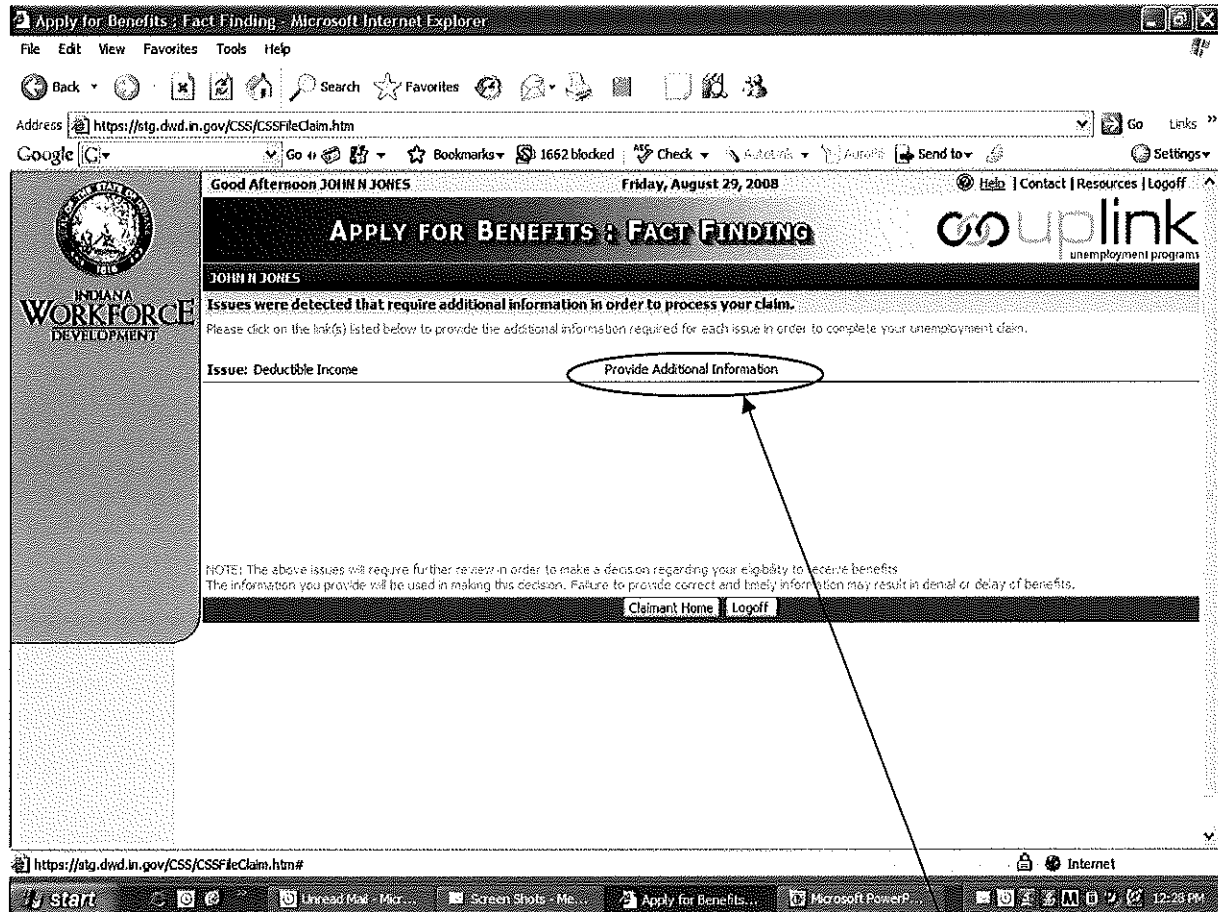
Once you complete your regular claim filing process, you will see a link to provide additional information related to issues on your claim. If you will receive vacation or separation pay, you will need to click the link marked "Provide Additional Information."

Your answers should match the answers above. Since you are not receiving any holiday pay, you don't have to answer the remaining questions on this page.

Click next (circled) at the bottom of the page to go to the next page.

Your answers should match the answers above, except that you must enter your own rate of pay and payment amount.

Click Next (circled) at the bottom of the page to continue.

If you are receiving severance pay you should answer "yes" then complete the remaining questions. If you answer "no", you don't need to answer the remaining questions.

Click Next (circled) to continue.

Enter the phone number where you can best be reached in the circled box. This is the number our staff will use if they need to contact you regarding eligibility for benefits. It's very important that you provide a working number where you can be reached.

Click Next at the bottom of the page to continue.

A summary of your answers to the previous questions will be displayed on this summary page. Please make sure that they are correct.

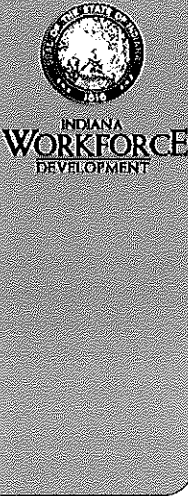Dynamic Fact Finding - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back ▾ | Search   Favorites | Address https://stg.dwd.in.gov/CSS/FactFinding.htm?page_action=submit   Go   Links »

Google G▾   Go Bookmarks▾ 1662 blocked Check ▾ AutoLink ▾ AutoFill Send to▾   Settings▾

Is the holiday in the week for which you are claiming benefits?	
What is your regular rate of pay with this employer?	
How many hours a week are you regularly scheduled for with this employer?	
What is the gross amount (amount before deductions) of the holiday pay?	
Did you receive, or will you receive, vacation pay? (If NO, SKIP to the bottom of the page and click NEXT)	Y
What employer is paying the vacation pay?	Monaco Coach
When was it paid to you or when will it be paid to you?	09/05/2008
When was your last regularly scheduled payday?	09/05/2008
What is your regular pay schedule?	Once a week
If you selected OTHER, please explain.	
What was you rate of pay in dollars per hour?	15.00
How many hours a week are you regularly scheduled for with this employer?	40+
What is the total gross amount (amount before deductions) of the vacation pay?	1200
Did you receive, or will you receive, severance pay? (If NO, SKIP to the bottom of the page and click NEXT)	N
What employer is paying the severance pay?	
What was your last day of work for this employer?	
What is your regular rate of pay with this employer?	
How many hours a week are you regularly scheduled for with this employer?	
What is the total gross amount (amount before any deductions) of the severance pay?	
When was it paid to you or when will it be paid to you?	
For best customer service, please provide a valid contact telephone number.	111-111-1111
The information I have provided is true and correct to the best of my knowledge. I understand that providing false information or failing to provide information may result in disqualification, overpayments, penalties or prosecution.	Y

[Continue]   [Print]

Done   Internet

start   Unread Mail - Micr...   Screen Shots - Me...   Dynamic Fact Find...   Microsoft PowerP...   12:32 PM

If you'd like to print your summary page, click Print to do so at this time.

When are finished printing, click Continue at the bottom of the page.

At this point, your claim has been filed. Click the "Claimant Homepage" link to visit your homepage.

Remember that you still must file vouchers for each week you are unemployed and wish to receive benefits. All benefit weeks end on Saturday. You can file your voucher for the previous week starting each Sunday.